Client Satisfaction Survey - UIISP
9/4/90

1. Component Performance

Importance

Component	Rating 1	2	3	4	5	Avg
Future of IS management		1	1	6	1	3.8
Data base systems developments		1	3	5	1	3.6
Dev in end user computing		1	1	3	5	4.2
Other reports			1	2	2	4.2
Hotline service		1	4	1	3	3.7
Annual conference		2	3	2	1	3.3
On-site presentation	1		3	2		3.0
Library visits	2		1		1	2.5

Satisfaction

Component	Rating 1	2	3	4	5	Avg
Future of IS management			5	5		3.5
Data base systems developments		1	4	4		3.3
Dev in end user computing		1	3	5	1	3.6
Other reports			3	2		3.4
Hotline service			5	1	1	3.4
Annual conference	1	1	3	2	1	3.1
On-site presentation	1	1	1	2		2.8
Library visits			2			3.0

Rank

Component	Rating 1	2	3	4	5	Freq
Future of IS management	2	3	2			7
Data base systems developments		2	3			5
Dev in end user computing	2	2				4
Other reports			1			1
Hotline service	2	1				3
Annual conference	1		1			2
On-site presentation		2				2
Library visits			1			1

2. Most favorable Component

Comment	No of responses
Future of IS	4
Hotline	2
Annual Conference	2
End User Computing	1

3. Least favorable component

Comment	No of responses
Library	7
On Site Presentation	2
Hotline	1

4. Service Performance

Service Factor	Rating					
	1	2	3	4	5	Avg
Importance of issues covered			3	6	1	3.8
timeliness of issues covered		1	5	4		3.3
Quality of analysis			5	5		3.5
Quality of data			4	6		3.6
Usability of written reports			1	8	1	4.0
Accessibility of prof staff		1	5	4	1	3.5
Staff responsiveness		2	3	3	1	3.1
Report format/style			5	5		3.5
Material delivery/shipping		2	1	5	1	3.6
Sales support and follow-up		2	4	2	1	3.1

5. Benefits/Weaknesses

Benefits

Comment	No of responses
Industry update	5
Trends	5
Quality	4
Forecasting	1
Depth	1
Independence	1
Responsive	1

Weaknesses

Comment	No of responses
No Cross index	2
Lack of depth	2
More hard data	1
Slow delivery	1
Market structure	1
Hotline service	1

6. Program Price

	Responses No	%
Too low		
Just right	7	78
Too high	2	22

7. Expanded coverage needed

Comment	No of responses
End user computing - relationship to IS	2
Hardware industry	1
More forecasting	1
Technology-optical disk, electronic media	1
Training of IS sales staff	1
Globalization	1
Application development sources	1
IS budget issues	1
Cooperative processing	1
Use of CASE tools	1

8. New or additional topics

Comment	No of responses
Service trends	1
Forecast by region	1
Indexes to services/reports	1
Application Software	1

9. Competition

Use	Responses No.	(%)
Yes	6	60
NO	2	20
No responses	2	20

Comment	No of responses
Hotline not as good	1
Hotline better	1

10. Improve Quality

Comment	No of responses
Hotline - keep informed	1
More depth in staff - real experience	1
Talk to me on publication schedules	1
Information on methodology	1

7

Market Data / Forecasting
Hardware Industry
Technology - Optical Disk, Optical Media
Training of IS Sales Staff
Global vision
Application sources' Development
End User Computing
Budget Issues - MIS

Computer processing
Use of CASE Tools

Future of IS tied to Bad Usage

8 Service trends
Forecast by region and country
Indexes to services, CD Rom
Application Software

9 Competition Yes ### No ##
Hotlines Not as good as competitors
Hotlines better, Not as good at meaning/implications

(1)

	1	2	1
	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
a	2 3 4 4 5 4 4 4 4 4	3 4 3 4 3 4 3 4 3 4	1 2 3 1 2 3 2 2
b	2 3 4 5 3 4 3 4 4	2 3 4 4 3 4 3 4 3	2 3 2 3 3
c	2 3 4 5 4 5 4 5 5 5	2 3 4 5 3 4 3 4 4 4	1 2 1 2
d	3 4 5 4 5	3 4 3 4 3	3
e	2 3 4 5 3 5 3 5 3	3 4 5 3 3 3 3	1 2 1
f	2 3 4 5 2 3 4 3	1 2 3 4 5 3 4 3	1 3
g	1 3 4 3 4 3	1 2 3 4 4	2 2
h	1 3 5	3 3	5

5. Benefits

Industry Up Date ++++

Trends ++++

Forecasting 1

Perspective 1

Quality ////

Depth 1

Independence 1

Weaknesses

Not Pain Serving

Market Structure

Slow with Reports

Lack of Depth //

Cross Index //

More Hard Data /

2 Pubs of JS ////
Hot line //
Sizing Software
Annual Conf //
End User Cty

3 Library ~~////~~ //
On Line Pres //
Hot line

	1	2	3	4	5
4. a			///	~~////~~ /	/
b		/	~~////~~	////	
c			~~////~~	~~////~~	
d			// //	~~////~~ /	
e			/	~~////~~ ///	/
f		/	~~////~~	// //	/
g		//	///	// /	/
h		/	/ ///	/// /	/
i			~~////~~	~~////~~	
j		//	/	~~////~~	/
k		//	////	//	/

6. High //
OK ~~////~~ //
Low

7.12.95

Client Satisfaction Survey

Program: INFORMATION SYSTEMS PROGRAM Program year: _____

Client company: IBM CORP – FRANKLIN LAKES

Contact name: CHRIS BACKIE (201) 848-3950

Title: RESPONDENT → MARK ROTONDARO – TITLE → Senior Service Market Analyst – (201) 848-4138

Other program(s) subscribed to: Professional Service

Subscription price paid (this program): LATEST PROGRAM – $30,000

Year company first subscribed (this program): 1983

(Any INPUT programs): _____

Introduction

1. Would you rate on a scale of 1-5 (5 being highest), first the importance of the various components of the program to your staff, and second your satisfaction with the support you've received in each area. Let's start off with ...

	(1) Importance	(2) Satisfaction	(3) Value Rank Top 3
a) Future of IS management	4	3	3
b) Data base systems development	3	3	
c) Developments in end user computing	5	4	2
d) Other reports (if subscribed)	5	4	
e) Hotline service	5	3	1
f) Annual conference	4	3	
g) On-site presentation	3	2	
h) Library visits	3	3 *	

* Haven't Been There

2. For component rated highest in importance:

You've rated Hotline highest among these program components. What do you feel makes this service most important to you?

WE NEED the information - AS FAST AND AS ACCURATE as possible. - You call it A Hotline so it SHOULD THAT

3. From the components/services we've spoken of, which would you rate lowest in importance? On-site presentation

What places that particular service at a lower rating? the information

We have already seen - so it not new - its a viewpoint.

4. How satisfied are you with the following factors of INPUT's service (on a scale of 1-5, 5 being highest)

a) Importance of issues covered	3
b) Timeliness of issues covered	3
c) Quality of analysis	3
d) Quality of data	3
e) "Usability" of written reports	4
f) Accessibility of INPUT professional/consulting staff	2
g) Account management	3
h) Staff responsiveness	2
i) Report formats/style	4
j) Material delivery/shipping (order fulfillment)	4
k) Sales support and follow-up	3

Hotline RESULTS I haven't heard from the in 2 or 3 days - haven't got back to them. After 2 DAY GIVE US A CALL BACK LET US KNOW what the process report is.

5. Looking at the program overall, what do you perceive as the three most significant benefits/weaknesses?

a) Benefits: (1) Information UPDATE OF INDUSTRY. (2) TRENDS in INDUSTRY (3) FORECASTING.

b) Weaknesses: Hotline - with all Firms - DO Follow-up - tell us what you are doing with the request

6. Do you feel the program price is:

____ Too low
__✓__ Just right
____ Too high

Please elaborate: It's alright

7. What specific topics, issues, or market areas would you like to see expanded coverage of?

① More forcasting, service revenues. and cut it bigger — cut it U.S, where the service manufacturer is getting the revenue.

8. What new or additional products, services or types of support would you like to receive from INPUT?

① Service trends in offering.

9. Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.)

Client support (hotline):

Yes* — I would say for every call to put through to Input — I put through 5-10 to your competitor

Overall.. Blumberg is, someone to watch (another service?)

INPUT
7/90 MAMAP:1

* the Hotline is very important to us

this respondent was friendly toward Input but talked a lot about the Hotline

Reports (quality, content, coverage):

Input is OK — we are satisfied

Newsletter (quality, content, coverage):

Input is OK.

Account management:

On par with others

10. What could INPUT do to improve the quality of service provided to you?

Hotline — pay attention to request get back to us — tell us what is happening.

Thank you very much for your time and evaluations! Are there any other comments or suggestions you'd like to make?

No

Client Satisfaction Survey

Program: INFORMATION SYSTEMS Program year: 91

Client company: IBM CORPORATION

Contact name: MR CLIVE MELLOR [*] (914) 765 6042

Title: MANAGER OF MARKET FORECAST

Other program(s) subscribed to: INPUT ??? - I think we do, but I don't know -

Subscription price paid (this program): ????

Year company first subscribed (this program): 10 years or so

(Any INPUT programs): _____

Introduction

1. Would you rate on a scale of 1-5 (5 being highest), first the importance of the various components of the program to your staff, and second your satisfaction with the support you've received in each area. Let's start off with ...

	(1) Importance	(2) Satisfaction	(3) Value Rank Top 3
a) Future of IS management	4	4	
b) Data base systems development	3	III *	
c) Developments in end user computing	5	4	
d) Other reports (if subscribed)	5	4	
e) Hotline service	NA	NA *	
f) Annual conference	3	3	
g) On-site presentation	4	4	2
h) Library visits	NA *		

1 REPORTS ON DEVELOPMENT AND SIZING OF SOFTWARE AND SERVICES

* NEVER USED

INPUT
7/90 MAMAP:1

[*] HAS KNOWN PETER SINCE 1967 OR SO

2. For component rated highest in importance: REPORTS ON SIZING / SOFTWARE

You've rated _____ highest among these program components. What do you feel makes this service most important to you?

INPUT KNOWS THE FAST GROWING AREA - INPUT IS GOING IN THE AREA

3. From the components/services we've spoken of, which would you rate lowest in importance? HOTLINE + LIBRARY

What places that particular service at a lower rating?

NOT PROPRIETARY

4. How satisfied are you with the following factors of INPUT's service (on a scale of 1-5, 5 being highest)

a) Importance of issues covered	3
b) Timeliness of issues covered	3
c) Quality of analysis	3
d) Quality of data	3
e) "Usability" of written reports	4
f) Accessibility of INPUT professional/consulting staff	4
g) Account management	4
h) Staff responsiveness	3
i) Report formats/style	4
j) Material delivery/shipping (order fulfillment)	NI
k) Sales support and follow-up	4

5. Looking at the program overall, what do you perceive as the three most significant benefits/weaknesses?

a) Benefits: (1) AVAILABILITY OF INFORMATION (2) ANALYSIS OF TRENDS (3) NO THIRD OPINION

b) Weaknesses: (1) NUMERICAL FORECASTING METHODOLOGY IS WEAK - LINKAGE BETWEEN THE SOFTWARE + SERVICE AND HARDWARE IS WEAK - DEFINITION OF STRUCTURE ALSO HAS SOME WEAKNESS

6. Do you feel the program price is:

____ Too low
__X__ Just right
____ Too high

Please elaborate: Its OK – Not quite tailored to what we NEED – Its not BAD – you HAVE to spend a certain amount $ to GET INFORMATION AND WE ARE the CORPORATE OFFICE.

7. What specific topics, issues, or market areas would you like to see expanded coverage of?

(1) for Input to cover the HARDWARE INDUSTRY.

8. What new or additional products, services or types of support would you like to receive from INPUT?

Nothing –.

9. Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.)

Client support (hotline):

Yes – lot. WA – no Hotline though (didn't name them)

Reports (quality, content, coverage):

Input is above average - a notch above the rest

Newsletter (quality, content, coverage):

Yes a notch above - easy to read and understand.

Account management:

A notch above the rest

10. What could INPUT do to improve the quality of service provided to you?

Thank you very much for your time and evaluations! Are there any other comments or suggestions you'd like to make?

Mellor knows Peter + is willing to talk to us about anything

Client Satisfaction Survey

Program: INFORMATION System Program Program year: _____

Client company: LITTON COMPUTER SERVICES

Contact name: RAY WOLFE 966-7532

Title: 1300 Villa V.P OF MARKETING

Other program(s) subscribed to: FISSP, AND 2 OR 3 OTHER PROGRAMS

Subscription price paid (this program): A LIT, BUT I DON'T RECALL WHAT

Year company first subscribed (this program): (I DON'T KNOW)

(Any INPUT programs): _____

Introduction

1. Would you rate on a scale of 1-5 (5 being highest), first the importance of the various components of the program to your staff, and second your satisfaction with the support you've received in each area. Let's start off with ...

	(1) Importance	(2) Satisfaction	(3) Value Rank Top 3
a) Future of IS management	2	3	(2) ALL REPORTS THAT GIVE US INFORMATION
b) Data base systems development	2	3	
c) Developments in end user computing	4	4	
d) Other reports (if subscribed)	NA		
e) Hotline service	5	5	1 THIS IS THE ONLY REASON THAT WE SUBSCRIBE TO THE PROGRAM
f) Annual conference	3	3	
g) On-site presentation	(*)		
h) Library visits	(1)		

(*) NO RESPONDENT OTHER THAN WE HAVEN'T HAD ONE IN SEVERAL YEARS

(1) HAVE USED IN THE PAST, - I DON'T REALLY KNOW WHAT WE LOOK FOR ALTHOUGH I FELT YOU MUST HAVE IT SOMEWHERE

INPUT
7/90 MAMAP:1

2. For component rated highest in importance:

You've rated Hotline highest among these program components. What do you feel makes this service most important to you?

WE NEED INFORMATION NEED IT SAME DAY - VERY - INPUT STAFF IS VERY RESPONSIVE

3. From the components/services we've spoken of, which would you rate lowest in importance? No comment - other than they are all important

What places that particular service at a lower rating?

4. How satisfied are you with the following factors of INPUT's service (on a scale of 1-5, 5 being highest)

a) Importance of issues covered	4
b) Timeliness of issues covered	2
c) Quality of analysis	3
d) Quality of data	4
e) "Usability" of written reports	3
f) Accessibility of INPUT professional/consulting staff	5
g) Account management	5
h) Staff responsiveness	4
i) Report formats/style	3
j) Material delivery/shipping (order fulfillment)	3
k) Sales support and follow-up	4

5. Looking at the program overall, what do you perceive as the three most significant benefits/weaknesses?

a) Benefits: ① Availability of information ② RESPONSIVENESS OF STAFF ③ Quality of Data.

b) Weaknesses: ① I lose track of what is going on - Input slow getting Reports out - end of year they come rushing in

② I tend to question the depth of inputs organization - a few of staff of Input know the business - BUT SOME ARE MORE MARKETING without HANDS ON EXPERIENCE

6. Do you feel the program price is:

____ Too low
____ Just right
__X__ Too high

Please elaborate: Struggling with [illegible] — the Hotline is really only we have the program — without it I don't know.

7. What specific topics, issues, or market areas would you like to see expanded coverage of?

(1) Telecommunications office DOM. Elections of the media — lots of activity here — just do any in depth on this subject. (2) Ten years back at [illegible]. Case of feedy of Sales force — training of sales people — this is another subject

8. What new or additional products, services or types of support would you like to receive from INPUT?

No respondent.

9. Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.)

Client support (hotline):

I'm not sure — YANKEE — I don't know — Gartner, G2 MAYBE these these But I don't think we subscript to them

Reports (quality, content, coverage):

N/A

Newsletter (quality, content, coverage):

N/A

Account management:

N/A

10. What could INPUT do to improve the quality of service provided to you?

No, More depth of staff - my impression
PEOPLE AT INPUT - HOWEVER NO HANDS ON EXPERIENCE
you have spec market - with MIS, INF System Management
Federal System are excellent) — Book learning BUT
NO Hands on - I suspect
they are market
People

Thank you very much for your time and evaluations! Are there any other comments or suggestions you'd like to make?

No

Client Satisfaction Survey

Program: Informational Systems PROGRAM 1 — Program year: 91

Client company: IBM CANADA LABORATORY

Contact name:

Title: Mr. PAUL CUIC (416) 448 2631

Other program(s) subscribed to: Manager of Strategy CC 448 2500 ext 250 IBM

Subscription price paid (this program): 7? (Adm) remember — IBM gets a special rate

Year company first subscribed (this program): 3 yrs since 1988 (I think)

(Any INPUT programs):

Introduction

1. Would you rate on a scale of 1-5 (5 being highest), first the importance of the various components of the program to your staff, and second your satisfaction with the support you've received in each area. Let's start off with ...

	(1) Importance	(2) Satisfaction	(3) Value Rank Top 3
a) Future of IS management	4.5	3	3
b) Data base systems development	4	2	
c) Developments in end user computing	4.5	2	2
d) Other reports (if subscribed)	3	3	
e) Hotline service	3	3	
f) Annual conference	4.5	4	1
g) On-site presentation	NA	NA	
h) Library visits	NA	NA	

2. For component rated highest in importance:

You've rated Annual Conference highest among these program components. What do you feel makes this service most important to you?

Im the industry watch for future - I need a lot of information I can talk to a lot at the same time when I'm at the conference

3. From the components/services we've spoken of, which would you rate lowest in importance? - LIBRARY -

What places that particular service at a lower rating?

I have my own LIBRARY + Input is too FAR away

4. How satisfied are you with the following factors of INPUT's service (on a scale of 1-5, 5 being highest)

a) Importance of issues covered	4
b) Timeliness of issues covered	4
c) Quality of analysis	3
d) Quality of data	3
e) "Usability" of written reports	4
f) Accessibility of INPUT professional/consulting staff	3
g) Account management	2*
h) Staff responsiveness	4
i) Report formats/style	4.5
j) Material delivery/shipping (order fulfillment)	4
k) Sales support and follow-up	2

USE WE STILL your report NOT STAFF

First 4 years good account rep in Calif and follow up Calif - HELP them new jersey

* good expected after sale is made - then we don't hear from you.

5. Looking at the program overall, what do you perceive as the three most significant benefits/weaknesses?

a) Benefits: (1) trends identification (2) ISSUES identification (3) other things in the program

b) Weaknesses: LEVEL OF INSIGHTFUL (what does trends + issue really means

6. Do you feel the program price is:

____ Too low
__X__ Just right
____ Too high

Please elaborate: Yes it's competitive - at the IBM price we get

7. What specific topics, issues, or market areas would you like to see expanded coverage of?

(1) Global View:
(2) Application Software development / and more computing

8. What new or additional products, services or types of support would you like to receive from INPUT?

No.

9. Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.)

Client support (hotline):

Yes - Haven't used it - Input's Hotline
Didn't want to opme them

Reports (quality, content, coverage):

Input - high side of middle road

Newsletter (quality, content, coverage):

Jury is still out - it still is new to us (inputs newsletter)

Account management:

Average - Room for improvement

10. What could INPUT do to improve the quality of service provided to you?

Cover EUROPE MORE

I have been happy with Input.

I always attend the The Conference

Thank you very much for your time and evaluations! Are there any other comments or suggestions you'd like to make?

No

Client Satisfaction Survey

Program: INFORMATION SYSTEMS PROGRAM Program year: _____

Client company: SANWA BANK

Contact name: MR. SHIGEKI TSUBOUCHI

Title: Vice President (212) 339-6151
(FAX) 212-7542363

Other program(s) subscribed to: _____

Subscription price paid (this program): $10,000

Year company first subscribed (this program): 1989

(Any INPUT programs): _____

Introduction

1. Would you rate on a scale of 1-5 (5 being highest), first the importance of the various components of the program to your staff, and second your satisfaction with the support you've received in each area. Let's start off with ...

	(1) Importance	(2) Satisfaction	(3) Value Rank Top 3
a) Future of IS management	4	3	2
b) Data base systems development	3	3	2
c) Developments in end user computing	4	3	2
d) Other reports (if subscribed)			
e) Hotline service	5	3	2
f) Annual conference	5	5	3
g) On-site presentation	3	no experience	–
h) Library visits	5	3	3

INPUT

Client Satisfaction Survey

Program: INFORMATION SYSTEMS PROGRAM Program year: _____

Client company: SANWA BANK

Contact name: MR SHIGEKI TSUZOUCHI

Title: Vice President (212) 339-6151 (FAX) 212-7542363

Other program(s) subscribed to: _____

Subscription price paid (this program): $10,000

Year company first subscribed (this program): 1989

(Any INPUT programs): _____

Introduction

1. Would you rate on a scale of 1-5 (5 being highest), first the importance of the various components of the program to your staff, and second your satisfaction with the support you've received in each area. Let's start off with ...

	(1) Importance	(2) Satisfaction	(3) Value Rank Top 3
a) Future of IS management	4	3	2
b) Data base systems development	3	3	2
c) Developments in end user computing	4	3	2
d) Other reports (if subscribed)			
e) Hodline service	5	3	2
f) Annual conference	5	5	3
g) On-site presentation	3	no experience	-
h) Library visits	5	3	3

INPUT
1980 MANAPPI

2. For component rated highest in importance:

You've rated f highest among these program components. What do you feel makes this service most important to you?

Because I can have the most recent trends in various areas.

3. From the components/services we've spoken of, which would you rate lowest in importance? g

What places that particular service at a lower rating?

We don't have so much specific need

4. How satisfied are you with the following factors of INPUT's service (on a scale of 1-5, 5 being highest)

a) Importance of issues covered	4
b) Timeliness of issues covered	4
c) Quality of analysis	4
d) Quality of data	4
e) "Usability" of written reports	4
f) Accessibility of INPUT professional/consulting staff	4
g) Account management	4
h) Staff responsiveness	5
i) Report formats/style	3
j) Material delivery/shipping (order fulfillment)	4
k) Sales support and follow-up	5

5. Looking at the program overall, what do you perceive as the three most significant benefits/weaknesses?

a) Benefits:

b) Weaknesses:

INPUT

6. Do you feel the program price is:

___ Too low
✓ Just right
___ Too high

Please elaborate: As one program it's reasonable. But when I change part of the program, the price of one report seems expensive.

7. What specific topics, issues, or market areas would you like to see expanded coverage of?

8. What new or additional products, services or types of support would you like to receive from INPUT?

9. Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.)

Client support (hotline):

Reports (quality, content, coverage):

Newsletter (quality, content, coverage):

Account management:

10. What could INPUT do to improve the quality of service provided to you?

Thank you very much for your time and evaluations! Are there any other comments or suggestions you'd like to make?

I'm not a good customer. After subscription of this service, my needs changed. And I'd like to get the info. of EDI, especially banking EDI, but the exact research has been not yet published. So I seldom used this service. So my comments is just from my restricted experience.

INPUT

Information Systems

DIGITAL EQUIPMENT CORPORATION

FAX COVER SHEET

OGO

TO: Chase Goff

FAX NUMBER: 415-961-3966

PHONE NUMBER: 415-961-3300

LOCATION: Mountain View, CA

NUMBER OF PAGES INCLUDING COVER PAGE: 7

FROM: J. Stan F.

PHONE NUMBER: 508-496-9506

LOCATION: DEC; OGO 1-2/W11

COST CENTER: 21N

IF YOU HAVE ANY PROBLEMS RECEIVING THIS FAX, PLEASE CALL 508-496-9195 DTN- 276-9195.
AUTO RECEIVE FAX NUMBER FOR STOW IS 508-496-9929.
DTN-276-9929

digital

DIGITAL EQUIPMENT CORPORATION
40 OLD BOLTON ROAD
STOW, MASSACHUSETTS 01775

Client Satisfaction Survey

Program: INFORMATION SYSTEMS PROGRAM Program year: _____

Client company: DIGITAL EQUIPMENT CORPORATION

Contact name: MR. GEORGE STARR

Title: MGR, CONSULTANT RELATIONS

Other program(s) subscribed to: _____

Subscription price paid (this program): _____

Year company first subscribed (this program): _____

(Any INPUT programs): _____

Introduction

1. Would you rate on a scale of 1-5 (5 being highest), first the importance of the various components of the program to your staff, and second your satisfaction with the support you've received in each area. Let's start off with ...

	(1) Importance	(2) Satisfaction	(3) Value Rank Top 3
a) Future of IS management	4	4	2
b) Data base systems development	4	4	3
c) Developments in end user computing	5	5	1
d) Other reports (if subscribed)			
e) Hotline service	3	3	
f) Annual conference	?	?	
g) On-site presentation			
h) Library visits			

INPUT
1980 MANAPH

2. For component rated highest in importance:

You've rated _____ highest among these program components. What do you feel makes this service most important to you?

developments in end-user computing is a core DEC business

3. From the components/services we've spoken of, which would you rate lowest in importance?

What places that particular service at a lower rating?

4. How satisfied are you with the following factors of INPUT's service (on a scale of 1-5, 5 being highest)

a) Importance of issues covered	4
b) Timeliness of issues covered	3
c) Quality of analysis	4
d) Quality of data	4
e) "Usability" of written reports	4
f) Accessibility of INPUT professional/consulting staff	3
g) Account management	4
h) Staff responsiveness	3
i) Report formats/style	3
j) Material delivery/shipping (order fulfillment)	2
k) Sales support and follow-up	3

5. Looking at the program overall, what do you perceive as the three most significant benefits/weaknesses?

a) Benefits: _____

b) Weaknesses: _____

INPUT
1969 MAMAPI

Reports (quality, content, coverage):

good

Newsletter (quality, content, coverage):

N/A

Account management:

good

10. What could INPUT do to improve the quality of service provided to you?

provide specific SI deliverables to our 3 geographies: US, Europe & JIA

Thank you very much for your time and evaluations! Are there any other comments or suggestions you'd like to make?

Client didn't return 3rd page

INPUT

Information Systems

Market Information
Resources Management

To: Chase Hoff

Location: Input - Mountain View, CA

Phone: FAX (415) 961-3966 / (415) 961-3300

Date: July 20, 1990

From: Camille Ahern

Market Information Services
DIGITAL EQUIPMENT CORPORATION

Message: Sorry for the delay!

Thank You!

Client Satisfaction Survey

Program: INFORMATION SYSTEMS PROGRAM Program year: _____

Client company: DIGITAL EQUIPMENT CORPORATION

Contact name: MS. CAMILLE AHERN

Title: Manager, Mkt. Info. Resources 603-8845643

Other program(s) subscribed to: ALL

Subscription price paid (this program): _____

Year company first subscribed (this program): 1985?

(Any INPUT programs): 1985?

Introduction

1. Would you rate on a scale of 1-5 (5 being highest), first the importance of the various components of the program to your staff, and second your satisfaction with the support you've received in each area. Let's start off with ...

	(1) Importance	(2) Satisfaction	(3) Value Rank Top 3
a) Future of IS management	4	4	
b) Data base systems development	5	4	
c) Developments in end user computing	5	4	
d) Other reports (if subscribed)	4	3	
e) Hotline service	4	4	
f) Annual conference	2	1	
g) On-site presentation	3	3	
h) Library visits	1	NA	

INPUT
THIRD MANAGER

2. For component rated highest in importance:

You've rated _____ highest among these program components. What do you feel makes this service most important to you?

_____

_____

3. From the components/services we've spoken of, which would you rate lowest in importance?

What places that particular service at a lower rating?

Library visits are well nigh impossible!
Conferences generally do not provide more data + analysis than reports themselves.

4. How satisfied are you with the following factors of INPUT's service (on a scale of 1-5, 5 being highest)

a) Importance of issues covered	5
b) Timeliness of issues covered	4
c) Quality of analysis	3
d) Quality of data	4
e) "Usability" of written reports	4
f) Accessibility of INPUT professional/consulting staff	3-4
g) Account management	2
h) Staff responsiveness	3-4
i) Report formats/style	4
j) Material delivery/shipping (order fulfillment)	2 (slow)
k) Sales support and follow-up	2

5. Looking at the program overall, what do you perceive as the three most significant benefits/weaknesses?

a) Benefits: well researched, clearly written reports on important topics

b) Weaknesses: not enough real analysis

INPUT

6. Do you feel the program price is:

___ Too low
✓ Just right
___ Too high

Please elaborate: Comparable to other research services

7. What specific topics, issues, or market areas would you like to see expanded coverage of?

8. What new or additional products, services or types of support would you like to receive from INPUT?

Continue + expand the good work in the gov market size + growth estimates for SW + services on a regional + country-by-country basis.

9. Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.)

Client support (hotline):

~~Is good + as know~~

More persistent than some of the competition selling answers to factual questions; fairly good turnaround. Not as good as the competition at "what does it mean" or "what are the implications" questions.

INPUT
7000 MANSAP/1

Reports (quality, content, coverage):

Better than much of the competition for organization, clarity + format.

Newsletter (quality, content, coverage):

Huh?

Account management:

I don't hear from my account manager except at renewal time!

10. What could INPUT do to improve the quality of service provided to you?

Call to me! Give me advance notice of new service; let me know about delays in publication schedule; alert me to org. changes + personnel changes — treat me as a national account! I spend enough!

Thank you very much for your time and evaluations! Are there any other comments or suggestions you'd like to make?

INPUT
1881 MARKET ST

Client Satisfaction Survey

Program: INFORMATION SYSTEMS PROGRAM Program year: _____

Client company: ANDERSEN CONSULTING

Contact name: RUTH ALLEE 312-507-8970

Title: SUPERVISOR OF RESEARCH FAX 312-507 8970

Other program(s) subscribed to: US. MAPS, US Europe VAP; SI; EDI; WW Info Serv. Mkt. Forecast.

Subscription price paid (this program): ~$600.

Year company first subscribed (this program): 1987

(Any INPUT programs): _____

Introduction

1. Would you rate on a scale of 1-5 (5 being highest), first the importance of the various components of the program to your staff, and second your satisfaction with the support you've received in each area. Let's start off with ...

	(1) Importance	(2) Satisfaction	(3) Value Rank Top 3
a) Future of IS management	5	4	2
b) Data base systems development	4	4	3
c) Developments in end user computing	4	4	
d) Other reports (if subscribed)	5 (MAPs)	4 (MAPs)	1 (MAPs)
e) Hotline service	4	3	
f) Annual conference	3	NA-Haven't go.	
g) On-site presentation- haven't been happening for our group	NA	NA	
h) Library visits	NA	NA	

INPUT

2. For component rated highest in importance:
You've rated IS (or MAPS but I'm assuming that this is a different service) highest among these program components. What do you feel makes this service most important to you?

Getting analysis & survey of perspectives on the trend and future direction of Info. Systems.

3. From the components/services we've spoken of, which would you rate lowest in importance?

What places that particular service at a lower rating?

Library visits - I'm not sure what this is. We haven't had it for the 2 years that I have been with Andersen Consulting, and I'm not sure that it would be necessary.

4. How satisfied are you with the following factors of INPUT's service (on a scale of 1-5, 5 being highest)

a) Importance of issues covered	4
b) Timeliness of issues covered	4
c) Quality of analysis	4
d) Quality of data	4
e) "Usability" of written reports	4
f) Accessibility of INPUT professional/consulting staff	4
g) Account management	N/A
h) Staff responsiveness	4
i) Report formats/style	3 - are indexes a problem
j) Material delivery/shipping (order fulfillment)	4
k) Sales support and follow-up	N/A

5. Looking at the program overall, what do you perceive as the three most significant benefits/weaknesses?

a) Benefits: Getting the broad perspective on Info Systems issues from this service.

b) Weaknesses: Lack of an index within each service, and especially the lack of a master subject index.

INPUT
FOR MANAGERS

6. Do you feel the program price is:

   ___ Too low
   ✓ Just right
   ___ Too high

   Please elaborate: The price is just about right for this particular service. It appears that there are only a few of the reports published each year.

7. What specific topics, issues, or market areas would you like to see expanded coverage of?

8. What new or additional products, services or types of support would you like to receive from INPUT?

   Indexes to the services, especially a database driven CD-Rom or diskette version that could be readily searched. Even a decent manual index for all of the services would be a big improvement and result in greater use of and interest in your services.

9. Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.) Yes, subscribe. No, not willing to compare them.

   Client support (hotline):

INPUT

Reports (quality, content, coverage):

Newsletter (quality, content, coverage):

Account management:

10. What could INPUT do to improve the quality of service provided to you?

Create indexes, as mentioned above.

Thank you very much for your time and evaluations! Are there any other comments or suggestions you'd like to make?

I have noticed when trying to get current updates to a Vendor Analysis profile, the material sent is basically annual reports which we can get. It makes me wonder how much of the VAP reports contain truly unique analytical info. vs. just the packaging of the info. In general, the MAPs and VAP's services are used most heavily.

INPUT

FAXED MAP TO HER 7-20-90

Client Satisfaction Survey

Program: INFORMATION Systems Program year: 91

Client company: ANDERSEN CONSULTING (SCHAUMBURG)

Contact name: MS JEAN DAVIS * CONSULTANT/INFORM

Title: SENIOR RESOURCE ASSOCIATE - 312 507 6668

Other program(s) subscribed to: INPUT. RESPONDENT MARTHA JAMISON (312) 507-6668 MARK CAMPELL SI.

Subscription price paid (this program): $120,000 PACKAGE

Year company first subscribed (this program): 85-86

(Any INPUT programs): _____

Introduction

1. Would you rate on a scale of 1-5 (5 being highest), first the importance of the various components of the program to your staff, and second your satisfaction with the support you've received in each area. Let's start off with ...

	(1) Importance	(2) Satisfaction	(3) Value Rank Top 3
a) Future of IS management	3	3	1
b) Data base systems development	4	3	2
c) Developments in end user computing	2	3	
d) Other reports (if subscribed) —	NA		3
e) Hotline service	2	*	
f) Annual conference	3	4	
g) On-site presentation	1	1	
h) Library visits	1 *	N *	

* HAVE'NT USED THESE

7-18-90
* SHE IS NOT THE USER - BUT WILL FIND OUT WHO IS AND CALL ME BACK WITH NAME

2. For component rated highest in importance:

You've rated FUTURE OF IS highest among these program components. What do you feel makes this service most important to you?

IN THIS AREA WE HAVE LOTS OF QUESTIONS

3. From the components/services we've spoken of, which would you rate lowest in importance? LIBRARY -

What places that particular service at a lower rating?

NOT NEEDED

4. How satisfied are you with the following factors of INPUT's service (on a scale of 1-5, 5 being highest)

a) Importance of issues covered	4
b) Timeliness of issues covered	3
c) Quality of analysis	4
d) Quality of data	3
e) "Usability" of written reports	4
f) Accessibility of INPUT professional/consulting staff	3
g) Account management	3
h) Staff responsiveness	3
i) Report formats/style	4
j) Material delivery/shipping (order fulfillment)	4
k) Sales support and follow-up	3

5. Looking at the program overall, what do you perceive as the three most significant benefits/weaknesses?

a) Benefits: (1) PROJECTIONS INTO FUTURE (2) In DEPTH on topic (3) EASY to UNDERSTAND

b) Weaknesses: (1) MORE HARD DATA - NUMBERS (2) AN INDEX TO ALL Input Reports would BE helpful

6. Do you feel the program price is:

____ Too low
____ Just right
__X__ Too high

Please elaborate: PERHAPS HAVE ADD information that Input has in reports raises the price

7. What specific topics, issues, or market areas would you like to see expanded coverage of?

① BUDGET ISSUES with MIS Department
② More on comparative processing

8. What new or additional products, services or types of support would you like to receive from INPUT?

① More on application software

9. Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.)

Client support (hotline):

Yes, Input compatible with others

Reports (quality, content, coverage):

1. Input is good on forecasting
2. Other services have more data - on current market + projection

Newsletter (quality, content, coverage):

Input is good because easy to read well organized

Account management:

On par with other

10. What could INPUT do to improve the quality of service provided to you?

① Like more on the methodology that USED
② How does input arrive at it.

Thank you very much for your time and evaluations! Are there any other comments or suggestions you'd like to make?

7

☒ MR. WEST WAS OUT OF TOWN SO MR DOLGONAS RESPONDENTED.

UISP

Client Satisfaction Survey

Program: INFORMATION SYSTEMS Program year: 90

Client company: UNIVERSITY OF CA

Contact name: MR Richard WEST ☒ (415) 9870405

Title: RESPONDENT → MR Jim DOLGONAS (415) 9870458
DIRECTOR OF I.S. AND COMPUTER

Other program(s) subscribed to: DON'T THINK SO

Subscription price paid (this program): — DON'T REMEMBER

Year company first subscribed (this program): — 10 YEARS I think

(Any INPUT programs): _____

Introduction

1. Would you rate on a scale of 1-5 (5 being highest), first the importance of the various components of the program to your staff, and second your satisfaction with the support you've received in each area. Let's start off with ...

	(1) Importance	(2) Satisfaction	(3) Value Rank Top 3
a) Future of IS management	4	4	1
b) Data base systems development	4	4	3
c) Developments in end user computing	3	3	
d) Other reports (if subscribed)	NA	NA	
e) Hotline service	3	3	
f) Annual conference	2	2	
g) On-site presentation	4	4 (*)	2
h) Library visits	NA (1)	NA	

→ WE HAVE HAD MIXED RESULTS SOME RESPONDS BETTER THAN OTHERS

*. HAVENT HAD ONE FOR A LONGTIME

(1) DIDN'T KNOW YOU HAD ONE

INPUT
7/90 MAMAP:1

TOTAL NUMBER
IN 1.5

16

COMPLETED

NO OF RESPONDENTS

~~IIII~~ ~~IIII~~ ~~I~~

2. For component rated highest in importance:
FUTURE OF IS MANAGEMENT
You've rated _____ highest among these program components. What do you feel makes this service most important to you?

Helpful — Input [illegible] — then the [illegible] as highlighted

3. From the components/services we've spoken of, which would you rate lowest in importance? LIBRARY

What places that particular service at a lower rating?

I DIDN'T KNOW ABOUT IT — thought the Hotline was the same

4. How satisfied are you with the following factors of INPUT's service (on a scale of 1-5, 5 being highest)

a) Importance of issues covered	3
b) Timeliness of issues covered	3
c) Quality of analysis	4
d) Quality of data	4
e) "Usability" of written reports	5
f) Accessibility of INPUT professional/consulting staff	3
g) Account management	3
h) Staff responsiveness	4
i) Report formats/style	4
j) Material delivery/shipping (order fulfillment)	5
k) Sales support and follow-up	3

5. Looking at the program overall, what do you perceive as the three most significant benefits/weaknesses?

a) Benefits: ① Independent Service ② Forward looking ③ Well [illegible] report

b) Weaknesses: More FOCUSED NOW ON commercial RATHER than in the past on public + private sectors — IT WOULD BE GOOD to see MORE PUBLIC + PRIVATE

INPUT
7/90 MAMAP:1

6. Do you feel the program price is:

____ Too low
X Just right
____ Too high

Please elaborate: _____

7. What specific topics, issues, or market areas would you like to see expanded coverage of?

① Use of CASE tool & Development methodology

② In the future, the future role of IS Department in relationship to the end user department & how it is managed.

8. What new or additional products, services or types of support would you like to receive from INPUT?

- No -

9. Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.)

Client support (hotline):

No.

Reports (quality, content, coverage):

N.A

Newsletter (quality, content, coverage):

N.A

Account management:

NA

10. What could INPUT do to improve the quality of service provided to you?

Can't think of anything

Thank you very much for your time and evaluations! Are there any other comments or suggestions you'd like to make?

(UISP) 1990

INFORMATION SYSTEMS PROGRAM - DID NOT RESPOND TO SURVEY.

DIGITAL EQUIPMENT * - JOAN SLYDA.
BOEING COMPUTER SERVICE
BELLSOUTH CORPORATION * GAVE to NORMAN 9-5-90 CHAS

* DIGITAL EQUIPMENT - CAMILLE AHERN RETURNED A SURVEY QUESTIONNAIRE
GEORGE STARR - ALSO RETURNED SURVEY

TEN COMPANIES RETURNED SURVEY

7-11-90

Client Satisfaction Survey

Program: Systems Integration Program year: _____

Client company: Boeing Computer Services -

Contact name: on leave ← KAREN BURT (206) 865-~~0546~~ C360

Title: MR. SANDY VANDERHYDE - * Alliance Manager -

/RENE ~~JENSEN~~ - RING GENDRON - *

Other program(s) subscribed to: _____

Subscription price paid (this program): No.

Year company first subscribed (this program): N/A two - 3 years

(Any INPUT programs): _____

Introduction

1. Would you rate on a scale of 1-5 (5 being highest), first the importance of the various components of the program to your staff, and second your satisfaction with the support you've received in each area. Let's start off with ...

	(1) Importance	(2) Satisfaction	(3) Value Rank Top 3
a) Reports	CANNOT SEEN		
-U.S. SI Markets, 1989-1994	N A		
-SI Competitive Analysis	4	4	
-SI Program Management	4		
-Systems Operations	4		
-Network Integration	4		
b) Research Bulletins	5	5	
c) Presentations			
-SI Conference (October 1989)	KAREN		
-SI Conference (May 1990)	KAREN		
-On-site Presentation	NA ATTEND		
-Joint Client Conference			
d) Support	APPROPRIATE		
-Hotline			
-Library Visits			

INPUT
7180 MAMAP-2

* VANDERHYDE FILLING IN FOR BURT - NOT ENOUGH EXPERIENCE - HE ASKED THAT /RENE WOULD CALL ME.

* /RENE GENDRON - NO ONE CAN ANSWER THE SURVEY UNTIL KAREN BURT RETURNS IN THE FALL - NO ONE USES the program other than KAREN BURT.

7-18-90

2. For component rated highest in importance:

You've rated _____ highest among these program components. What do you feel makes this service most important to you?

_____

_____

3. From the components/services we've spoken of, which would you rate lowest in importance?

What places that particular service at a lower rating?

_____

_____

4. How satisfied are you with the following factors of INPUT's service (on a scale of 1-5, 5 being highest)

a) Importance of issues covered _____
b) Timeliness of issues covered _____
c) Quality of analysis _____
d) Quality of data _____
e) "Usability" of written reports _____
f) Accessibility of INPUT professional/consulting staff _____
g) Account management _____
h) Staff responsiveness _____
i) Report formats/style _____
j) Material delivery/shipping (order fulfillment) _____
k) Sales support and follow-up _____

5. Looking at the program overall, what do you perceive as the three most significant benefits/weaknesses?

a) Benefits: _____

_____

b) Weaknesses: _____

6. Do you feel the program price is:

_____ Too low
_____ Just right
_____ Too high

Please elaborate: _____

_____

_____

7. What specific topics, issues, or market areas would you like to see addressed in topical reports in 1990?

_____

_____

_____

8. What new or additional products, services or types of support would you like to receive from INPUT?

_____

_____

_____

9. Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.)

Client support (hotline):

_____

_____

_____

Reports (quality, content, coverage):

_____

_____

_____

Newsletter (quality, content, coverage):

_____

_____

_____

Account management:

_____

_____

_____

10. What could INPUT do to improve the quality of service provided to you?

_____

_____

_____

Thank you very much for your time and evaluations! Are there any other comments or suggestions you'd like to make?

_____

_____

_____

INPUT

1280 Villa Street, Mountain View, CA 94041-1194 (415) 961-3300
Telex 171407 FAX (415) 961-3966

FAXED 7-19-90 25

DIRECTOR Tom Garrity (818) 715-5216

FAX TRANSMITTAL FORM

DESTINATION: LITTON COMPUTER SERVICES

FAX NUMBER: (818) 751-5364

ATTENTION: MR. JIM CHAIKER V.P.

Telephone Number/Location (818) 715-5213

NUMBER OF PAGES: 1 **OF** 5

JOAN IRELAND (818) 715-5246

Confidential Yes X **No** ___

Urgent Yes X **No** ___

DESCRIPTION: DEAR SIR:

WE ARE MOST INTERESTED IN KNOWING HOW WELL THE INFORMATION SYSTEMS PROGR. IS SERVING YOUR NEEDS. WOULD YOU TAKE A FEW MOMENTS AND ANSWER OUR QUESTIONNAIRE. INPUT WANTS TO KEEP THE PROGRAM AT A HIGH LEVEL AND IT IS ONLY THROUGH OUR CLIENTS THAT WE KNOW HOW WELL WE ARE DOING.

THANK YOU.

PS TUESDAY IS MY TABULATION DATE.

FROM: CHASE GOFF

DATE: 7-18-90

INPUT Project Charge Code: _____

FILE: ___ **CHRON** ___ **CONTACT** ___

Spe

7-17-90 - LEFT # WITH KATHY - ASKED THAT HE CALL

7-18-90 - LEFT # WITH KATHY - 8:00 AM

7-19-90 LEFT # AND FAXED

7-23-90 - FAXED A REMINDER - IRELAND

JOAN (818) 7-25-90 - 9:00 - LEFT # FOR TOM TO CALL ME

7-25-90 9:00 CALL JOAN FRIDAY + SEE ABOUT FAX

7-27-90 - 7-30-90 WILL REMIND TOM - DON'T CALL UNTIL WEDNESDAY

7-31-90 8:15 LEFT ~~MESSAGE~~ # WITH RECEPT.

8-1-90 - 2:30 LEFT # FOR VIA FOR TOM

8-2-90 8:00 CALL JOAN. + ASKED FOR A STATUS UPDATE

8-8-90 - OUT OF TOWN - I THINK IT IS A LOST CAUSE - DOUBT IF HE CAN'T RETURN

IT BY AUG 15 JOAN IRELAND WILL REMIND HIM

Client Satisfaction Survey

Program: INFORMATION SYSTEMS PROGRAM Program year: _____

Client company: LITTON COMPUTER SERVICES

Contact name: JIM CHAIKER - (818) 715-5213

Title: WOODLAND HILLS, CA 818 (751 3364) 715

Other program(s) subscribed to: _____

Subscription price paid (this program): _____

Year company first subscribed (this program): _____

(Any INPUT programs): _____

Introduction

1. Would you rate on a scale of 1-5 (5 being highest), first the importance of the various components of the program to your staff, and second your satisfaction with the support you've received in each area. Let's start off with ...

	(1) Importance	(2) Satisfaction	(3) Value Rank Top 3
a) Future of IS management	_____	_____	_____
b) Data base systems development	_____	_____	_____
c) Developments in end user computing	_____	_____	_____
d) Other reports (if subscribed)	_____	_____	_____
e) Hotline service	_____	_____	_____
f) Annual conference	_____	_____	_____
g) On-site presentation	_____	_____	_____
h) Library visits	_____	_____	_____

2. For component rated highest in importance:

   You've rated _____ highest among these program components. What do you feel makes this service most important to you?

   _____

   _____

3. From the components/services we've spoken of, which would you rate lowest in importance?

   What places that particular service at a lower rating?

   _____

   _____

4. How satisfied are you with the following factors of INPUT's service (on a scale of 1-5, 5 being highest)

   a) Importance of issues covered _____
   b) Timeliness of issues covered _____
   c) Quality of analysis _____
   d) Quality of data _____
   e) "Usability" of written reports _____
   f) Accessibility of INPUT professional/consulting staff _____
   g) Account management _____
   h) Staff responsiveness _____
   i) Report formats/style _____
   j) Material delivery/shipping (order fulfillment) _____
   k) Sales support and follow-up _____

5. Looking at the program overall, what do you perceive as the three most significant benefits/weaknesses?

   a) Benefits: _____

   _____

   b) Weaknesses: _____

   _____

6. Do you feel the program price is:

_____ Too low
_____ Just right
_____ Too high

Please elaborate: _____

_____

_____

7. What specific topics, issues, or market areas would you like to see expanded coverage of?

_____

_____

_____

8. What new or additional products, services or types of support would you like to receive from INPUT?

_____

_____

_____

9. Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.)

Client support (hotline):

_____

_____

_____

Reports (quality, content, coverage):

_____

_____

_____

Newsletter (quality, content, coverage):

_____

_____

_____

Account management:

_____

_____

_____

10. What could INPUT do to improve the quality of service provided to you?

_____

_____

_____

Thank you very much for your time and evaluations! Are there any other comments or suggestions you'd like to make?

_____

_____

_____

715
818 ~~75~~1 5364

INPUT
1280 Villa Street, Mountain View, CA 94041-1194 (415) 961-3300
Telex 171407 FAX (415) 961-3966

FAX TRANSMITTAL FORM

DESTINATION: LITTON COMPUTER SERVICE

FAX NUMBER: (818) 715-5364

ATTENTION: MR. JIM CHAIKER

Telephone Number/Location (818) 715-5213

NUMBER OF PAGES: 1 **OF** 1

Confidential Yes X No

Urgent Yes X No

DESCRIPTION: DEAR MR. CHAIKER

MR. DENNY WAYSON REQUESTED THAT I CONTACT YOUR COMPANY. WE ARE VERY INTERESTED IN HAVING YOUR OPINION EXPRESSED CONCERNING THE PROGRAMS YOU SUBSCRIBE TO WITH INPUT. I HAVE FAXED YOU OUR SURVEY — WOULD YOU PLEASE TAKE A FEW MOMENTS TO ANSWER IT AND RETURN IT TO US. I TRUST THAT YOU HAVE RECEIVED IT.

FROM: CHASE GOFF

DATE: 7-23-90

INPUT Project Charge Code: _____

FILE: ___ CHRON ___ CONTACT ___ OTHER

Specify: _____

818 7/5—[illegible]
5364

Denny changed this

Dennis Wagsm — RECEIVED FROM 7-3-90

Client Satisfaction Survey

INFORMATION SYSTEMS PROGRAM

Program: UISP Program year: 1989

Client company: _____

Contact name: _____

Title: _____

Other program(s) subscribed to: _____

Subscription price paid (this program): _____

Year company first subscribed (this program): _____

(Any INPUT programs): _____

Introduction

1. Would you rate on a scale of 1-5 (5 being highest), first the importance of the various components of the program to your staff, and second your satisfaction with the support you've received in each area. Let's start off with ...

	(1) Importance	(2) Satisfaction	(3) Value Rank Top 3
a) Vertical market reports			
b) Delivery mode reports (turnkey, processing services, software products, etc.)			
c) Special issue studies			
d) Research bulletins			
e) Hotline service			
f) Annual conference			
g) On-site presentation			
h) Library visits			
a) FUTURE OF IS MANAGEMENT			
b) DATA BASE SYSTEMS DEVELOPMENT			
c) DEVELOPMENTS IN END USER COMPUTING			
d) OTHER REPORTS (IF SUBSCRIBED)			

INPUT
6920 MAMAP

2. For component rated highest in importance:

   You've rated _____ highest among these program components. What do you feel makes this service most important to you?

   _____

   _____

3. From the components/services we've spoken of, which would you rate lowest in importance?

   What places that particular service at a lower rating?

   _____

   _____

4. How satisfied are you with the following factors of INPUT's service (on a scale of 1-5, 5 being highest)

   a) Importance of issues covered _____
   b) Timeliness of issues covered _____
   c) Quality of analysis _____
   d) Quality of data _____
   e) "Usability" of written reports _____
   f) Accessibility of INPUT professional/consulting staff _____
   g) Account management _____
   h) Staff responsiveness _____
   i) Report formats/style _____
   j) Material delivery/shipping (order fulfillment) _____
   k) Sales support and follow-up _____

5. Looking at the program overall, what do you perceive as the three most significant benefits/weaknesses?

   a) Benefits: _____

   _____

   b) Weaknesses: _____

   _____

6. Do you feel the program price is:

_____ Too low
_____ Just right
_____ Too high

Please elaborate: _____

_____

_____

7. What specific topics, issues, or market areas would you like to see expanded coverage of?

_____

_____

_____

8. What new or additional products, services or types of support would you like to receive from INPUT?

_____

_____

_____

9. Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.)

Client support (hotline):

_____

_____

_____

Reports (quality, content, coverage):

_____

_____

_____

Newsletter (quality, content, coverage):

_____

_____

_____

Account management:

_____

_____

_____

10. What could INPUT do to improve the quality of service provided to you?

_____

_____

_____

Thank you very much for your time and evaluations! Are there any other comments or suggestions you'd like to make?

_____

_____

_____

Client Satisfaction Survey

7/25/90 — [illegible] LEFT # - ASKED TO CALL

Program: INFORMATION SYSTEMS PROGRAM

Program year: _____

Client company: DIGITAL EQUIPMENT CORP

Contact name: JOAN SLYDA (508)-371-5831

Title: ON JOB 1½ MONTHS, COULDN'T ANSWER QUESTION, — REGIS KAUFMAN COULDN'T, VINCE SANTARASCI

Other program(s) subscribed to: _____

Subscription price paid (this program): _____

DOESN'T USE IT, AND REFERRED ME TO C. ATHERN

Year company first subscribed (this program): _____

(Any INPUT programs): _____

Introduction

1. Would you rate on a scale of 1-5 (5 being highest), first the importance of the various components of the program to your staff, and second your satisfaction with the support you've received in each area. Let's start off with ...

	(1) Importance	(2) Satisfaction	(3) Value Rank Top 3
a) Future of IS management	_____	_____	_____
b) Data base systems development	_____	_____	_____
c) Developments in end user computing	_____	_____	_____
d) Other reports (if subscribed)	_____	_____	_____
e) Hotline service	_____	_____	_____
f) Annual conference	_____	_____	_____
g) On-site presentation	_____	_____	_____
h) Library visits	_____	_____	_____

2. For component rated highest in importance:

   You've rated _____ highest among these program components. What do you feel makes this service most important to you?

   _____

   _____

3. From the components/services we've spoken of, which would you rate lowest in importance?

   What places that particular service at a lower rating?

   _____

   _____

4. How satisfied are you with the following factors of INPUT's service (on a scale of 1-5, 5 being highest)

   a) Importance of issues covered _____
   b) Timeliness of issues covered _____
   c) Quality of analysis _____
   d) Quality of data _____
   e) "Usability" of written reports _____
   f) Accessibility of INPUT professional/consulting staff _____
   g) Account management _____
   h) Staff responsiveness _____
   i) Report formats/style _____
   j) Material delivery/shipping (order fulfillment) _____
   k) Sales support and follow-up _____

5. Looking at the program overall, what do you perceive as the three most significant benefits/weaknesses?

   a) Benefits: _____

   _____

   b) Weaknesses: _____

   _____

6. Do you feel the program price is:

_____ Too low
_____ Just right
_____ Too high

Please elaborate: _____

_____

_____

7. What specific topics, issues, or market areas would you like to see expanded coverage of?

_____

_____

_____

8. What new or additional products, services or types of support would you like to receive from INPUT?

_____

_____

_____

9. Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.)

Client support (hotline):

_____

_____

_____

Reports (quality, content, coverage):

_____

_____

_____

Newsletter (quality, content, coverage):

_____

_____

_____

Account management:

_____

_____

_____

10. What could INPUT do to improve the quality of service provided to you?

_____

_____

_____

Thank you very much for your time and evaluations! Are there any other comments or suggestions you'd like to make?

_____

_____

_____

CONTACT JOAN SLYDA

JOAN SLYDA - 508-371-5831
wanted by VINCE

CAMILLE BAHERN

Client Satisfaction Survey

Program: INFORMATION SYSTEMS PROGRAM

Program year: _____

Client company: DIGITAL EQUIPMENT CORP.

Contact name: MS JAN PHILLIPS (ETHERS) CHELMSFORD, MASS

Title: [508 2507111]

Other program(s) subscribed to: (508) 250-7003

Subscription price paid (this program): MS RODGERS (508) 272-7477

Year company first subscribed (this program): MR REGIS KAUFMAN (508) 371 5815

(Any INPUT programs): 371 5000 (MLO32)

VINCE (508) 371-5830 SANTARASCI

Introduction

1. Would you rate on a scale of 1-5 (5 being highest), first the importance of the various components of the program to your staff, and second your satisfaction with the support you've received in each area. Let's start off with ...

508 371 5830 - MANAGER

	(1) Importance	(2) Satisfaction	(3) Value Rank Top 3
a) Future of IS management			
b) Data base systems development			
c) Developments in end user computing			
d) Other reports (if subscribed)			
e) Hotline service			
f) Annual conference			
g) On-site presentation			
h) Library visits			

KAUFMAN SAID to CONTACT VINCE

RECEPTION TOOK # + SAID SHE WILL CALL ME

MS PODGERS WILL FINDOUT - YOU I THINK TO & GET BACK TO ME

7-18-90 - 9:00 CALL ROGERS - SAID TO CONTACT HIM - LEFT # WITH OFFICE FOR HIM TO CALL ME

JANET SEC OF KAUFMAN WILL GET BACK TO ME FRIDAY

7-18-90 - LEFT # WITH SANTARASCI TO CALL ME

7-20-90 - LEFT # FOR HIM TO

7-23-90 - LEFT # 11:30

CALL JOAN 7-22 7-23-90 LEFT # - SAID HE WOULD CALL BACK

INPUT
7/90 MAMAP:1

2. For component rated highest in importance:

   You've rated _____ highest among these program components. What do you feel makes this service most important to you?

   _____

   _____

3. From the components/services we've spoken of, which would you rate lowest in importance?

   What places that particular service at a lower rating?

   _____

   _____

4. How satisfied are you with the following factors of INPUT's service (on a scale of 1-5, 5 being highest)

   a) Importance of issues covered _____
   b) Timeliness of issues covered _____
   c) Quality of analysis _____
   d) Quality of data _____
   e) "Usability" of written reports _____
   f) Accessibility of INPUT professional/consulting staff _____
   g) Account management _____
   h) Staff responsiveness _____
   i) Report formats/style _____
   j) Material delivery/shipping (order fulfillment) _____
   k) Sales support and follow-up _____

5. Looking at the program overall, what do you perceive as the three most significant benefits/weaknesses?

   a) Benefits: _____

   _____

   b) Weaknesses: _____

   _____

6. Do you feel the program price is:

_____ Too low
_____ Just right
_____ Too high

Please elaborate: _____

_____

_____

7. What specific topics, issues, or market areas would you like to see expanded coverage of?

_____

_____

_____

8. What new or additional products, services or types of support would you like to receive from INPUT?

_____

_____

_____

9. Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.)

Client support (hotline):

_____

_____

_____

Reports (quality, content, coverage):

_____

_____

_____

Newsletter (quality, content, coverage):

_____

_____

_____

Account management:

_____

_____

_____

10. What could INPUT do to improve the quality of service provided to you?

_____

_____

_____

Thank you very much for your time and evaluations! Are there any other comments or suggestions you'd like to make?

_____

_____

_____

Client Satisfaction Survey

Program: _____ Program year: _____

Client company: _____

Contact name: _____

Title: _____

Other program(s) subscribed to: _____

Subscription price paid (this program): _____

Year company first subscribed (this program): _____

(Any INPUT programs): _____

Introduction

MAKER
EXTRA
(SAVE

1. Would you rate on a scale of 1-5 (5 being highest), first the importance of components of the program to your staff, and second your satisfaction wit you've received in each area. Let's start off with ...

	(1) Importance	(2) Satisfaction	Rank Top 3
a) Future of IS management	_____	_____	_____
b) Data base systems development	_____	_____	_____
c) Developments in end user computing	_____	_____	_____
d) Other reports (if subscribed)	_____	_____	_____
e) Hotline service	_____	_____	_____
f) Annual conference	_____	_____	_____
g) On-site presentation	_____	_____	_____
h) Library visits	_____	_____	_____

2. For component rated highest in importance:

   You've rated _____ highest among these program components. What do you feel makes this service most important to you?

   _____

   _____

3. From the components/services we've spoken of, which would you rate lowest in importance?

   What places that particular service at a lower rating?

   _____

   _____

4. How satisfied are you with the following factors of INPUT's service (on a scale of 1-5, 5 being highest)

   a) Importance of issues covered _____
   b) Timeliness of issues covered _____
   c) Quality of analysis _____
   d) Quality of data _____
   e) "Usability" of written reports _____
   f) Accessibility of INPUT professional/consulting staff _____
   g) Account management _____
   h) Staff responsiveness _____
   i) Report formats/style _____
   j) Material delivery/shipping (order fulfillment) _____
   k) Sales support and follow-up _____

5. Looking at the program overall, what do you perceive as the three most significant benefits/weaknesses?

   a) Benefits: _____

   _____

   b) Weaknesses: _____

   _____

6. Do you feel the program price is:

_____ Too low
_____ Just right
_____ Too high

Please elaborate: _____

_____

_____

7. What specific topics, issues, or market areas would you like to see expanded coverage of?

_____

_____

_____

8. What new or additional products, services or types of support would you like to receive from INPUT?

_____

_____

_____

9. Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.)

Client support (hotline):

_____

_____

_____

Reports (quality, content, coverage):

_____

_____

_____

Newsletter (quality, content, coverage):

_____

_____

_____

Account management:

_____

_____

_____

10. What could INPUT do to improve the quality of service provided to you?

_____

_____

_____

Thank you very much for your time and evaluations! Are there any other comments or suggestions you'd like to make?

_____

_____

_____

RECEIVED FROM Renée 7-16-90- (9:00 AM)

Order: 110069 BEG:01/01/1990 END:12/31/1990 PO:
Customer:RA10-13 ANDERSEN CONSULTING; Mr. Jim Fischer Managing Partner ; 69 W. Washington, Chicago, IL 60602, (312) 507-8339
UEIS-RP 1
UISP-EO 1
UISP-SB 1
UKEY-RP 1
UOUT-RP 1

Order: 110070 BEG:01/01/1990 END:12/31/1990 PO:
Customer:RA10-2 ANDERSEN CONSULTING; Ms. Jean Davis Mgr. Consulting Info. Services ; 100 South Wacker Drive, 7th Floor, Chicago, IL 60606,
UEIS-RP 1
UISP-EO 1
UISP-SB 1
UKEY-RP 1
UOUT-RP 1

Order: 110072 BEG:01/01/1990 END:12/31/1990 PO:
Customer:RA10-4 ANDERSEN CONSULTING; Ms. Marilyn Stone Mgr. S/W Integration ; 100 S. Wacker Drive, 7th Floor, Chicago, IL 60606, (312) 507-4090
UEIS-RP 1
UISP-EO 1
UISP-SB 1
UKEY-RP 1
UOUT-RP 1

Order: 3994 BEG:01/01/1990 END:12/31/1990 PO:
Customer:RB29-1 BELLSOUTH CORPORATION; Mr. John Lilly Corporate Resource Center ; 1155 Peachtree Street, Room 12B01, Atlanta, GA 30367, (404) 249-3260
UEIS-RP 2
UISP-EO 2
UISP-SB 1
UKEY-RP 2
UOUT-RP 2

Order: 110083 Hotline Only 1990 BEG:12/01/1989 END:11/30/1990 PO:131166
Customer:RB35-2 BULL SA; Mr. Michel Sauvage ; 1-11 Avenue du Val de Fontenay, Fontenay Soussbois Cedex, 94133, France 33 1 43 94 6672
UISP-SB 1

Order: 3355 Hotline only 1990 BEG:05/19/1989 END:05/18/1990 PO:
Customer:RC80-1 CPC INTERNATIONAL, INC.; Mr. Laurence J. Diamond Director ; International Plaza (Box 8000), Worldwide Info. Sys. Planning, Englewo (201) 894-2795
UISP-SB 1 DENNY WILL DO THIS

Order: 110389 BEG:05/21/1990 END:05/21/1990 PO:
Customer:RC80-1 CPC INTERNATIONAL, INC.; Mr. Laurence J. Diamond Director ; International Plaza (Box 8000), Worldwide Info. Sys. Planning, Englewo (201) 894-2795
UISP-EX 1 DENNY

Order: 2770 BEG:01/01/1990 END:12/31/1990 PO:
Customer:RD01-2 DIGITAL EQUIPMENT CORPORATION; Library Market Research Center ; Continental Boulevard, (MK01-1/K07), Merrimack, NH 03054, (603) 884-0212
UEIS-RP 2
UISP-EO 2
UISP-SB 1
UKEY-RP 2
UOUT-RP 2

Order: 2715 Main Contact BEG:01/01/1990 END:12/31/1990 PO:
Customer:RD01-22 DIGITAL EQUIPMENT CORPORATION; Mr. George Starr Jr. Mgr, Consultant Relations ; 40 Old Bolton Road, OG01-2/W11, Stow, MA 01775, (508) 496-9506
UEIS-RP 1

Order: 2715 Main Contact BEG:01/01/1990 END:12/31/1990 PO:
Customer:RD01-22 DIGITAL EQUIPMENT CORPORATION; Mr. George Starr Jr. Mgr, Consultant Relations ; 40 Old Bolton Road, OG01-2/WII, Stow, MA 01775, (508) 496-9506
UISP-EO 1
UISP-SB 1
UKEY-RP 1
UOUT-RP 1

Order: 110073 BEG:01/01/1990 END:12/31/1990 PO:
Customer:RD01-29 DIGITAL EQUIPMENT CORPORATION; Ms. Jan Phillips ; VR06-2/Y10, 555 Virginia Road, Concord, MA 01742,
UEIS-RP 1
UISP-EO 1
UISP-SB 1
UKEY-RP 1
UOUT-RP 1

Order: 110203 BEG:03/28/1990 END:03/28/1990 PO:
Customer:RD01-67A DIGITAL EQUIPMENT CORPORATION; Mr. Jamey Nordby ; 1175 Chapel Hills Drive, CXN1/3, Colorado Springs, CO 80920, (719) 260-2755
UMDA-CP 1

Order: 110055 BEG:01/01/1990 END:12/31/1990 PO:
Customer:RF18-1 FEDERAL HOME LOAN BANK; Mr. Gary Buckner Sr. Vice President & CIO ; 500 E. John Carpenter Freeway, P.O. Box 619026, Dallas/Ft. Wor (214) 541-8604
UEIS-RP 2
UISP-EO 2
UISP-SB 1
UKEY-RP 2
UOUT-RP 2

Denny W said the Unix tape one of IT

Order: 110213 MVRT - ME 88 & 89 only BEG:03/30/1990 END:03/30/1990 PO:
Customer:RH07-1 HEALTH EAST INFORMATION SVCS; Mr. Terry Wilk Directoer, Planning & Quality ; 2024 LeHigh Street, Allentown, PA 18103, (215) 778-1411
UISM-RP 1

Order: 4086 BEG:01/01/1990 END:12/31/1990 PO:
Customer:RI01-11 IBM CANADA LABORATORY; Mr. Paul Cule TPC Strategy ; 895 Don Mills Road, Mail Stop 31 Dept. 139, North York, M3C 1W3, Ontario, Ca (416) 448-2631
UEIS-RP 1
UISP-EO 1
UISP-SB 1
UKEY-RP 1
UOUT-RP 1

Order: 4027 BEG:01/01/1990 END:12/31/1990 PO:
Customer:RI01-12B IBM CORPORATION; Mr. Clive Mellor Manager, Market Forecast ; Old Orchard Road, Armonk, NY 10504, (914) 765-6042
UEIS-RP 1
UISP-EO 1
UISP-SB 1
UKEY-RP 1
UOUT-RP 1

Order: 4066 BEG:01/01/1990 END:12/31/1990 PO:
Customer:RI01-15 IBM CORPORATION; Ms. Ilse Ruckert U.S.M. & S. MI Info. Svcs. ; 1133 Westchester Avenue, Mail Drop 147 1C-1301, White Plains, NY (914) 642-6508
UEIS-RP 1
UISP-EO 1
UISP-SB 1
UKEY-RP 1
UOUT-RP 1

Order: 4058 BEG:01/01/1990 END:12/31/1990 PO:SVC. AGREEMT
Customer:RI01-37 IBM CORPORATION; Ms. Chris Backle Library ; 400 Parson's Pond Road, Mail Drop #028, Franklin Lakes, NJ 07417, (201) 848-3950
UE1S-RP 2
UISP-EO 2
UISP-SB 1
UKEY-RP 2
UOUT-RP 2

Order: 2787 BEG:01/01/1990 END:12/31/1990 PO:
Customer:RL04-1 LITTON COMPUTER SERVICES; Mr. Ray Wolfe VP, Business Development ; 1300 Villa Street, P.O. Box 7113, Mountain View, CA 94039-7113, (415) 966-7532
UE1S-RP 1
UISP-EO 1
UISP-SB 1
UKEY-RP 1
UOUT-RP 1

Order: 4078 BEG:01/01/1990 END:12/31/1990 PO:0000005480
Customer:RL04-10 LITTON COMPUTER SERVICES; Accounts Payable ; P.O. Box 4040, Woodland Hills, CA 91367-4040,
UE1S-RP 1
UISP-EO 1
UKEY-RP 1
UOUT-RP 1

Order: 4078 BEG:01/01/1990 END:12/31/1990 PO:0000005480
Customer:RL04-4 LITTON COMPUTER SERVICES; Mr. Jim Chalker Director, Computer Services ; 5490 Canoga Avenue, P.O. Box 4040, Woodland Hills, CA 9136 (818) 715-5213
UISP-SB 1

Order: 110214 BEG:03/30/1990 END:03/30/1990 PO:
Customer:RM99-2 MEMOREX- TELEX; Mr. Bill Olin Regional Vice President ; 200 White Plains Road, Tarrytown, NY 10591, (914) 332-1000
UPRE-PR 1

Order: 110153 BEG:03/02/1990 END:03/02/1990 PO:
Customer:RN13-9 NYNEX CORPORATION; Mr. Edward Glynn External Affairs ; 1113 Westchester Avenue, Room 129G, White Plains, NY 10604, (914) 644-7249
UISM-RP 2

Order: 110293 MVRT BF 88 only BEG:05/07/1990 END:05/07/1990 PO:
Customer:RS10-3 SECURITY PACIFIC FINANCIAL SVC; Mr. Chris Noonan Vice President ; 10124 Old Grove Road, San Diego, CA 92131,
UCS1-RP 1

Order: 3765 Hotline Only 1990 BEG:09/15/1989 END:09/30/1990 PO:
Customer:RS72-1 SANWA BANK LIMITED; Mr. Shigeki Tsubouchi VP, Industrial Research ; 55 E. 52nd Street, Park Avenue Plaza, New York, NY 10055, (212) 339-6151
UISP-SB 1

Order: 110549 BEG:07/13/1990 END:07/13/1990 PO:
Customer:RT02-9 TANDEM COMPUTERS, INC.; Mr. Michael Kina Product Manager ; 10100 N. Tantau, Location 251-37, Cupertino, CA 95014, (408) 285-5540
UCS1-RP 1

Order: 110045 BEG:01/01/1990 END:12/31/1990 PO:
Customer:RU08-3 UNIVERSITY OF CALIFORNIA; Mr. Richard West AVP, Information Systems ; 300 Lakeside Drive, 8th Floor, Oakland, CA 94612-3550, (415) 987-0405
UE1S-RP 2
UISP-EO 2
UISP-SB 1
UKEY-RP 2
UOUT-RP 2

Order: 110116 BEG: END: PO:
Customer:ZINTERCOA Z..CALIFORNIA INTERNAL; Mr. Denny Wayson ; X, X,
UEIS-RP 1
UKEY-RP 1
UOUT-RP 1

Order: 110117 BEG: END: PO:
Customer:ZINTERCOB Z..CALIFORNIA INTERNAL; Sales/Mkt Library ; X, X,
UEIS-RP 1
UISP-EO 1
UKEY-RP 1
UOUT-RP 1

Order: 110122 BEG: END: PO:
Customer:ZINTERCOE Z..CALIFORNIA INTERNAL; Mr. Norman Litell ; X, X,
UISP-EO 1

Order: 110119 BEG: END: PO:
Customer:ZINTERCOF Z..CALIFORNIA LIBRARY; Library ; X, X,
UEIS-RP 2
UKEY-RP 2
UOUT-RP 2

Order: 110120 BEG: END: PO:
Customer:ZINTERCOG Z..INPUT FRANCE; Mr. Thierry Dumont ; X, X,
UEIS-RP 1
UISP-EO 2
UKEY-RP 1
UOUT-RP 1

Order: 110124 BEG: END: PO:
Customer:ZINTERCOH Z..INPUT NEW JERSEY-PARSIPPANY; Field Salesperson ; X, X,
UEIS-RP 1
UISP-EO 1
UKEY-RP 1
UOUT-RP 1

Order: 110125 BEG: END: PO:
Customer:ZINTERCOI Z..INPUT NEW JERSEY - STOCK; Parsippany - Library ; X, X,
UEIS-RP 2
UISP-EO 2
UKEY-RP 2
UOUT-RP 2

Order: 110123 BEG: END: PO:
Customer:ZINTERCOJ Z..LONDON; Library/Stock ; X, X,
UEIS-RP 4
UISP-EO 20
UKEY-RP 4
UOUT-RP 4

Order: 110126 BEG: END: PO:
Customer:ZINTERCOK Z..WASHINGTON; Barb, Scott, John Q. Library & Sales ; X, X,
UEIS-RP 2
UISP-EO 3

Order: 110126 BEG: END: PO:
Customer:ZINTERCOK Z..WASHINGTON; Barb, Scott, John Q. Library & Sales ; X, X,
UKEY-RP 2
UOUT-RP 2

Order: 110135 BEG: END: PO:
Customer:ZINTERCOL ..REGISTER OF COPYRIGHTS; Dep & Acq Div-LM438C ; Library of Congress, Washington, DC 20559, (202) 707-7125
UEIS-RP 2
UKEY-RP 2
UOUT-RP 2

Order: 110127 BEG: END: PO:
Customer:ZINTERCOO ..INPUT KK; Mr. Tetsuo Imai ; Saida Bldg 4-6, Kanda Sakuma-cho, Chiyoda-ku, Tokyo, 101, Japan
UEIS-RP 2
UISP-EO 3
UKEY-RP 2
UOUT-RP 2

Order: 110128 BEG: END: PO:
Customer:ZINTERCOP Z..TELEMARKETING; Mark, Jan W. ; X, X,
UISP-EO 2

Order: 110286 BEG:05/03/1990 END:05/03/1990 PO:
Customer:ZINTERCOS Z..CALIFORNIA INTERNAL; Ms. Frankie Borison ; x, x,
UISP-EO 1